

Vacancy Announcement

Announcement #	438-10153	Position	Program Specialist		
PayPlan	GS	Series	0301		
TargetGrade	11	Target PD	04157	Pay Range	\$57,408-\$74,628
Dev Grade		Dev PD		Dev Pay Range	
1st Dev Grade	9	1st Dev PD	94157	1st Dev Pay Range	\$47,448-\$61,678
Opens	05/12/10	Closes	06/03/10	Openings	1
Tour of Duty, etc	Monday - Friday; 08:00 to 4:30pm,				
Special Comments					
Service Section	Primary & Specialty Medicine SL				
Area/Consideration	VA employees, veterans and status applicants				
Duty Site	Sioux Falls, SD				
Major Duties	<p>The position is located in Primary and Specialty Medicine Service Line (P/SMSL) working under the general supervision of the Administrative Officer for P/SMSL. The incumbent utilizes the Primary Care Management Module (PCMM) in developing, analyzing, evaluating, advising on or improving the effectiveness of the Business Office and Primary Care work methods and procedures, organization, manpower utilization, distribution of work assignments, management controls, information and documentation systems, and/or similar functions of management. The PCMM Coordinator services the medical center to include the Community Based Outreach Clinics (CBOC). The PCMM Coordinator has primary responsibility for management of the PCMM software program.</p> <p>The incumbent will be required to work closely with medical center clinic support staff, clinical service chiefs, CBOC staff, DSS staff, VISN staff and headquarters staff. Incumbent's duties include monitoring and maintaining provider profiles, monitoring panel sizes, oversight and correction of transmission errors, and review/rectification of incorrect</p>				

patient assignments. Incumbent prepares national, VISN and medical center level reports using appropriate computer programs. Incumbent also collects, compiles, analyzes and presents data regarding the integrity of the PCMM package.

The incumbent has primary responsibility for establishing and managing PCMM team and position set up for all primary care and specialty teams. Incumbent will electronically create or modify team and position settings, assign provider user class based on verified credentials, link the associated clinic and set maximum panel sizes.

Incumbent will:

- conduct management surveys and provide advisory services on issues of moderate scope and impact to primary care concerns.
- analyze and review documentation procedures and controls, files, directives, forms and records control/disposal.
- plan, develop, and conduct internal review studies to assess program compliance and propose appropriate changes
- prepare directives and review established directives
- support Business Office as data coordination specialist

Incumbent must have:

- knowledge of healthcare delivery
- knowledge of outpatient processing, release of information, medical record creation, workload data capture, encounter forms and scheduling

Personal contacts are on a regular basis with co-workers, physicians, nurses, patients and their families, managers, supervisors, VISN staff and Central Office staff.

The physical demands of the position are sedentary in nature. Manual dexterity is required in the operation of a personal computer. Work requires intermittent walking, standing, bending, lifting or carrying of light items such as books, charts, etc. The work is performed in an office setting with occasional visits to patient care areas.

Incumbent has access to sensitive information in the performance of duties.

Time In Grade

GS-9: One full year equivalent to the GS-7 level. GS-11: One full year equivalent to the GS-9 level.

Qualifications

Applicants must have demonstrated that they have a sufficient level of knowledge, skills and/or abilities listed in Duties and Responsibilities and must possess the required competence to be rated eligible for consideration. The complete OPM Qualifications Standard Handbook defining the general and specialized experience as well as the provisions to substitute education for experience is available for review in the Human Resources Management Service.

GS-9: Applicant must possess one year of specialized experience to at least the GS-7 grade level or a master's degree or two full years of progressively higher level graduate education leading to such a degree.

GS-11: Applicant must possess one year of specialized experience to at least the GS-9 level OR three years of progressively higher level graduate education leading to a Ph.D. degree or Ph.D. or equivalent doctoral degree.

Specialized Experience: Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupations in the organization.

APPLICANTS PLEASE NOTE: Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education. Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.

Rating Factors

KSAO #1. Knowledge and skill in applying fact-finding, statistical and quantitative techniques for analyzing and auditing the effectiveness, efficiency, and productivity of a program. Experience with Microsoft Word, Excel, Power Point etc.

KSAO #2: Ability to recognize and adapt to changing priorities, and deal effectively with problems, issues and situations which occur in the daily activities of an organization.

KSAO #3: Ability to communicate and work with a diverse group of employees.

KSAO #4: Ability to conduct analysis and evaluate work situations in order to effectively brief management in a medical center setting of the findings.

KSAO #5: Ability to establish and maintain effective working relations to include the ability to communicate both orally and in writing to individuals from a wide variety of educational and cultural backgrounds, to present ideas, data and recommendations, prepare reports, and to facilitate effective communication internally and externally. This includes the ability to deal tactfully with controversial or sensitive issues and situations, applying communications techniques such as conflict resolution, negotiation, motivation, etc.

KSAO #6: Knowledge of pertinent laws, regulations, policies, and precedents that affect administrative operations such as budgetary restrictions and expenditures.

KSAO #7: Ability to prepare clear, informative, and educational presentations and develop accompanying material to enhance the understanding of the presentation using accurately several computer programs (Excel, Windows, Power Point, Words).

Application Process Current Sioux Falls VAMC Employees

- Complete and current OF-612, "Optional Application for Federal Employment" or resume.
- Copy of latest performance evaluation
- Responses to Rating Factor (KSAO) listed above, addressed individually on plain sheet of paper or VA 4676a "Employee Supplemental Qualifications Statement". Failure to provide this information will deem the applicant ineligible for consideration for the position.

External Applicants must submit an application package consisting of:

- Complete and current OF-612, "Optional Application for Federal Employment" or resume. If you are submitting a resume, it must include the following information:

- A. Announcement Number, Position Title, Pay Plan, Occupational Series and Grade.
- B. Full legal name and complete mailing address
- C. Daytime, as well as evening telephone numbers, including area code.
- D. Country of Citizenship
- E. Social Security Number
- F. For experiences most relevant to the position, include name and address of employer, job title, starting and ending dates (month and year), average hours worked per week, supervisor's name and telephone number, and a description of your duties. If the position is (was) with the Federal government, state the series and grade or pay level. Indicate if we may contact your current supervisor.
- G. Highest Federal Civilian grade held, along with the position title, occupational series and dates held.
- H. For all colleges/universities attended, provide name, location and dates of attendance. Specify type and date of degree awarded, if any.
- I. Description of training, honors, awards, recognition, license or certification relevant to the position.

- OF 306, "Declaration for Federal Employment. You must complete this form to determine your acceptability for Federal employment.

- Copy of latest performance evaluation

- SF-50 "Notification of Personnel Action" - Attention all previous and current Federal Status Eligible Candidates and any Veteran who received a career conditional/career appointment based on the Veteran Employment Opportunity Act (VEOA), must provide their last or most recent appointment/promotion SF-50, 'Notification of Personnel Action' which indicates proof of competitive status.

- Responses to Rating Factor (KSAO) listed above, addressed individually on plain sheet of paper or VA 4676a "Employee Supplemental Qualifications Statement". Failure to provide this information will deem the applicant ineligible for consideration for the position.

- If a veteran: Veterans Preference eligible's, including VRA 30% disabled, must submit a legible copy of ALL DD-214's showing all dates of service as well as character of service (honorable, general, ect.). Note: More than one DD-214 may be needed to show all dates of service. You will be given preference based on the information you submit with your

application. Failure to provide this information will deem the applicant.

- Disabled veterans and other veterans eligible for 10-point preference must also submit an SF-15 with current proof of a service-connected disability. 10-point preference will only be given when proper documentation is submitted.
- References: Provide name, address, phone and relationship for three to four references.

Each position that you apply for requires a separate application with the Vacancy Announcement for the position for which you are applying printed clearly on the application. These forms may be obtained through the Human Resources Office or from www.sioxfalls.va.gov.

Application packages are to be submitted to and received in the VA Medical Center, Human Resources Office, 2501 W. 22nd St., Sioux Falls, SD 57105 not later than the closing date.

For additional information contact Coleen Wright, (605) 333-6852 or Coleen.Wright@va.gov.

EQUAL EMPLOYMENT: Applicants will receive consideration without regard to race, color, sex, religion, partisan political affiliation, national origin, age, physical or mental handicap.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is made and during in processing.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.